

Healthy Options Adult

Single Item Measure

Question 4

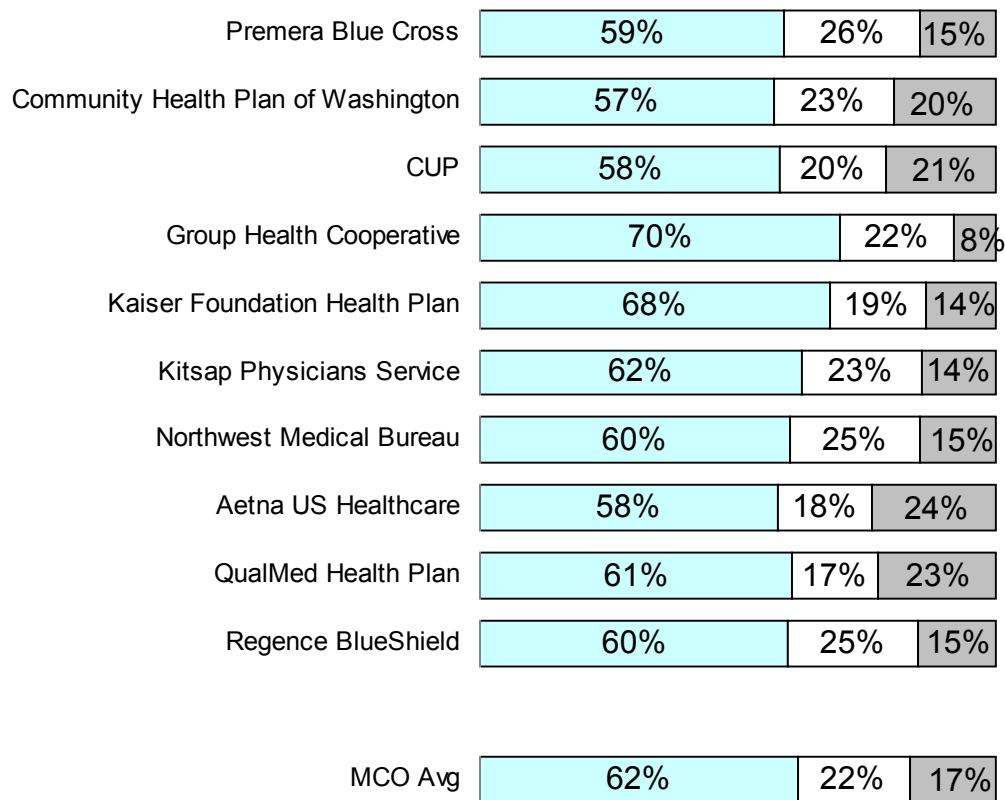
Survey respondents were asked:

“With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?”

Note:

This question was answered by people who indicated they did get a new doctor or nurse when they joined the health plan.

Q4 Finding a doctor you are happy with (N=2,114)



☐ Not a problem

☐ Small problem

☐ Big problem

Healthy Options Adult

Single Item Measure

Question 8

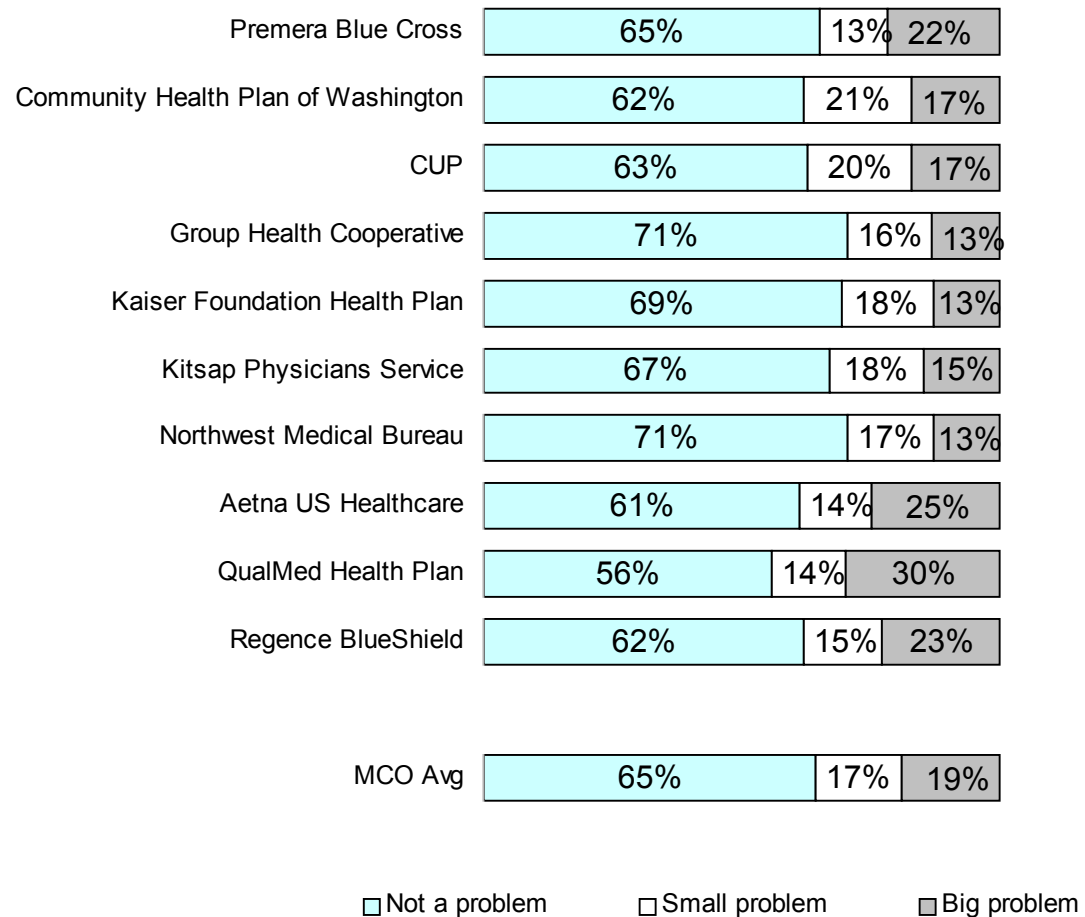
Survey respondents were asked:

“With the choices your health plan gave you, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?”

Note:

This question was answered by people who indicated they needed to see a specialist.

Q8 Problems getting referrals to a specialist (N=1,627)



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Question 13

Survey respondents were asked:

“In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?”

Note:

This question was answered by people who indicated they had called a doctor's office or clinic during regular office hours at least once in the first 6 months of 1998.

Q13 Got the help or advice needed from doctor's office (N=2,930)

Premera Blue Cross	54%	30%	16%
Community Health Plan of Washington	47%	26%	27%
CUP	47%	26%	27%
Group Health Cooperative	57%	30%	13%
Kaiser Foundation Health Plan	52%	27%	21%
Kitsap Physicians Service	59%	26%	15%
Northwest Medical Bureau	60%	20%	21%
Aetna US Healthcare	48%	33%	19%
QualMed Health Plan	57%	24%	19%
Regence BlueShield	52%	27%	21%
MCO Avg	53%	27%	20%

☐ Always

☐ Usually

☐ Sometimes/Never

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Question 15

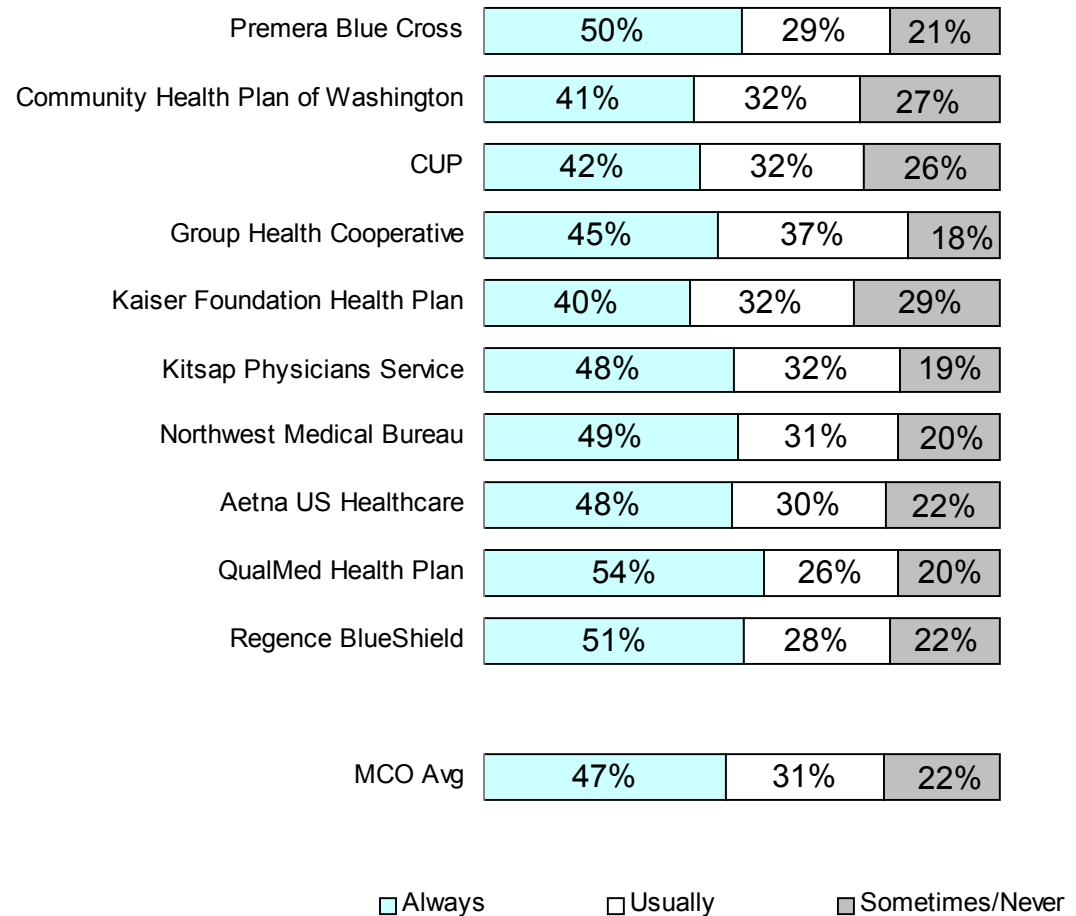
Survey respondents were asked:

“In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?”

Note:

This question was answered by people who indicated they had made appointments with a doctor or other health provider for regular or routine care in the first 6 months of 1998.

Q15 Got routine care as soon as wanted (N=2,904)



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Question 18

Survey respondents were asked:

“In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?”

Note:

This question was answered by people who indicated they had had illness or injury that needed care right away from a doctor's office, clinic, or emergency room in the first 6 months of 1998.

Q18 Got acute care as soon as wanted (N=2,062)

